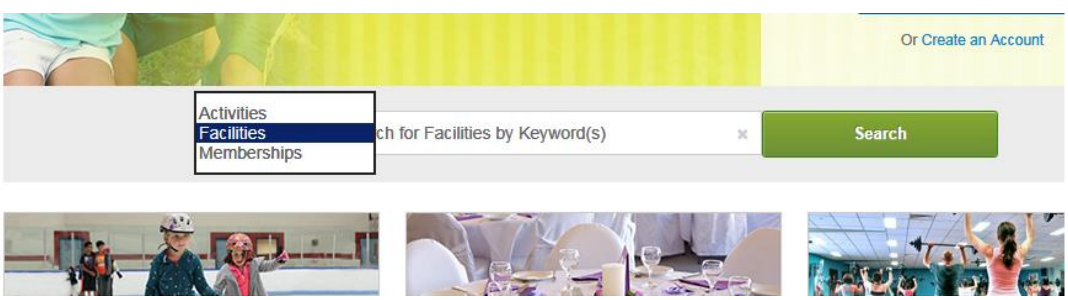
Community Use of Public Facilities
MONTGOMERY COUNTY INTERAGENCY COORDINATING BOARD

Customer HOW DO I? Guide

How do I see availability?

SEARCH FROM THE HOME PAGE
(Can be viewed without logging in)

Use drop down in the middle of the page to change from Activities to Facilities
Type in key word (ex. library, meeting, RSC, COB or EOB, conference, meeting, Field)



Search by Key Word links to the Facility Search Page
Select Home to return to search page

- Select View Availability
- Scroll through Calendar
- Select view Available Times
- Make a note of the available dates and time.

Book leads you to Reserve Page—See How Do I Request Space?

If no results are found, it may be that the key word is not part of the location or facility name or filter has not cleared. If that is the case, try the search option from the View Facility Details page where this message appears.

VIEW FACILITY DETAILS

Steps after log in- or from Facility link at bottom of Home Page

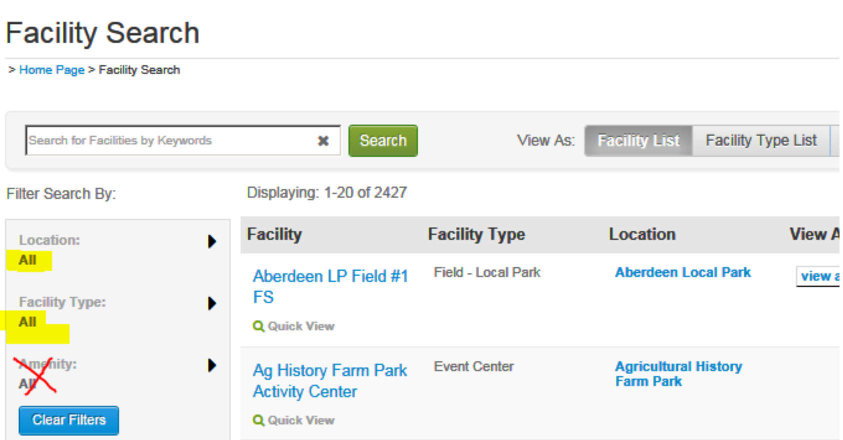
Reservations

View Facility Details (home page search lands here)

Click on Location (left side navigation column under Filter Search by)*
Scroll and find Center (specific location)
Check and scroll back to the top of the page
Click on the View Availability button for the desired room
Scroll through the months (Dates within 7 days will be shown as Not Available)
Take note of available times-only available times are show. Times not shown are not available
 After researching the dates return to the Request Reservation Tab (log in if prompted)
Book button WILL NOT auto fill dates or locations

*Locations = Location name-ex. Rockville Library or Regional Services Center, B-CC
Facility Type = type of room-ex. Room – meeting (size) for Libraries or conference room in other government buildings *

You may also filter to see available location by Facility Type. Do not use Amenities.



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How do I submit a reservation request?

Reservations

Enter type of event (ex. meeting)
Make note of purpose of reservation (ex. HOA Elections)
Estimate group size

At Reservation: Select Facility/Equipment Page[1]
Select the LOCATION **AND/OR** TYPE (do not select Amenities)
Do not make other selections-leave as *"any"*

If you used LOCATION Select specific room(s)
If you used Facility Type Select specific location, followed by rooms

Check box under Request Column for desired room(s)
At Reservation Event Dates

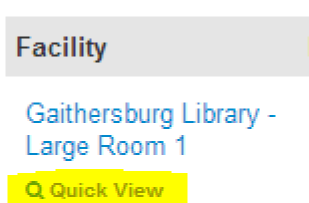
- Select one or more date(s) [2]
- Enter start time and total hours of the reservation
- Review calendar (selected dates will be in yellow)
- Review fees (which may be modified when reviewed by CUPF staff based on organization type)
- Review Selected times
- Date(s) may be deleted or times modified (click on date link) [3]
- Agree to checklist items and answer questions
- Continue to payment screens

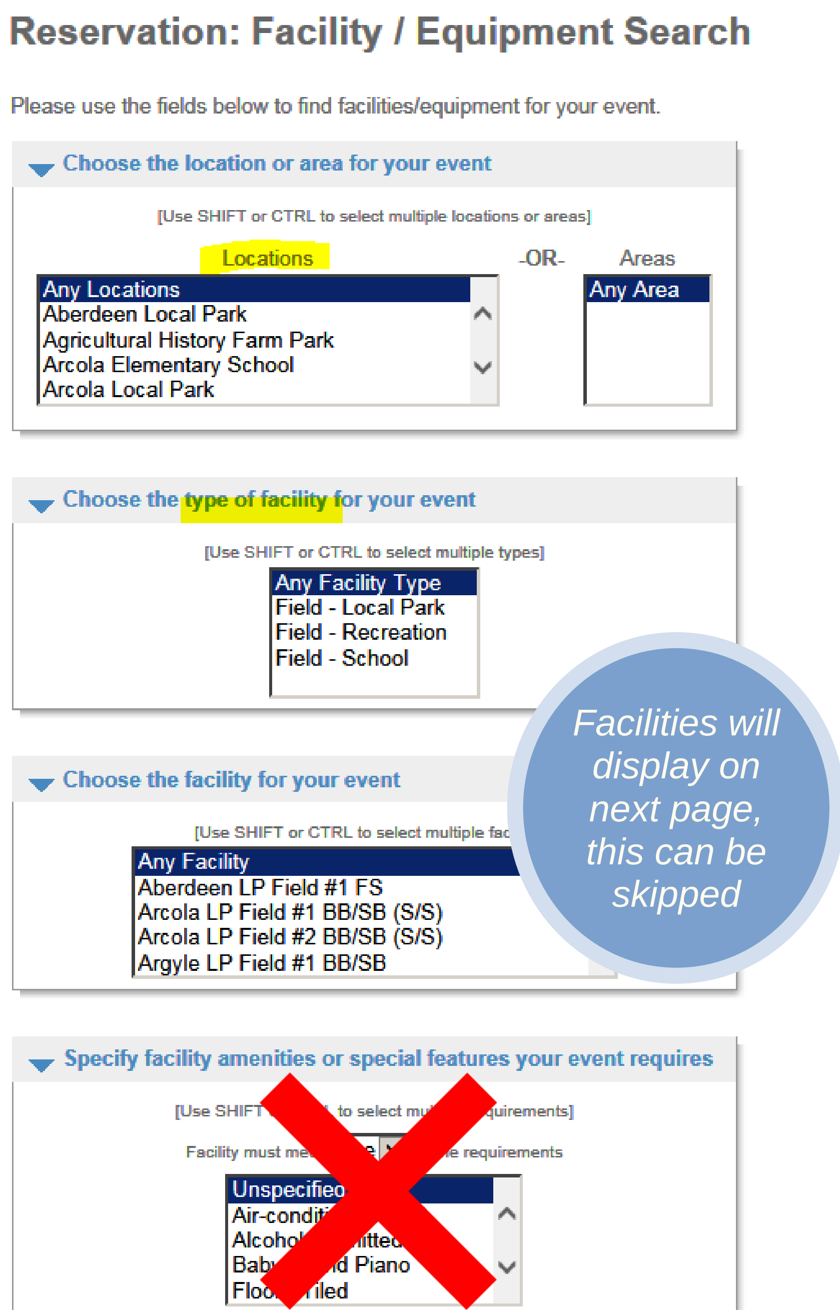
CUPF staff will review permit

When notified, make payment

(1) If no results are returned there are no facilities matching the search-verity date availability under Facility Details and/or limiting filters.
(2) To select range of dates, enter first and last date of event. We recommend creating a separate request for each unique pattern of use (e.g. every Tues.)
When a chart with the day of the week appears select the specific pattern (ex. 1st Tues. of the month).
(3) Conflict = date is not available or time outside permitted use times selected

If no results are found even though the room seemed available, review the Quick View link under the Facility (room) name to see the capacity. Also note that some rooms restrict what type of activities (event types) are allowed.





For additional information and instructions with screen shots visit http://www.montgomerycountymd.gov/cupf and select the Resources tab

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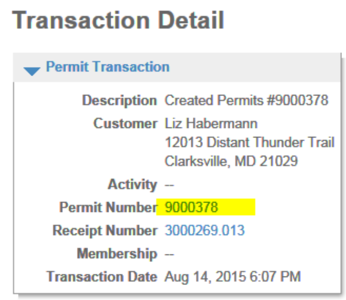
How do I see my permit?

The confirmation email will include a link directly to the permit, but you can also:



Log into your account
Select My Account (top right corner of page)
Under Account Activity (first section)
Click on List of Prior Transactions*
Click on the Permit link
Click on the Permit Number and a copy of the Permit will display

Find Organization permits under Organizational Services and
List Organization Prior Transactions

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Why all the receipts and number changes?

Active tracks every change with a receipt number and email. Different types of actions follow a receipt number pattern. A *receipt* can be any action-financial or not financial

- Begins with “900xxxx”
    - Tentative permit
- Begins with a shorter number without a prefix (ex. #12345)
    - Approved permit
- Begins with 300xxx:
    - All transactions (request, modification, status changed, payment plan, payment, credit, refund) etc.

How do I pay for my permit?

Log into your account
Select My Account

Linked to organization?

No-Payment Details and Pay Account Balance
Yes-Organization Services and List Organization Account Balances

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How do I modify or cancel my Permit?

If a specific email was not provided, email info@activemontgomery.org

Cancellation and adjustment fees apply

How do I create an account?

Allow POP-UPs

Click-Create a new Account and follow prompts

Date of birth required for Activity Registrations and
Recreation and park discounts. You need only to be at least 18 reserve a facility

The Login Name = email address (Please check to ensure it is correct)-your CID may not be used.
Password is created by user

Be sure to respond to the confirmation email sent by ActiveMontgomery. If you do not see this email, please check your "spam" folder.

If you represent an organization, let us know and we will link you to that organization. Send the organization information to info@activemontgomery.org

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What if I get a message that account already exists?

An account may have already been created on your behalf as part of the switch to a new system.

If you receive a message that indicated that the login name (your email) is being used by another account, please do not create a duplicate account with another password.

Use the "forgot Your Password" link

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What if I am not able to log in?

Most log-in problems occur when:

- There has been a typo in the email address entered
- The bounce back email immediately sent to activate an account was not replied to or your individual email account sent it to the SPAM box.
- An error was made in entering either the log in email or password
- The maximum number of wrong password attempts was reached
- The system generated email expired and/or user did not immediately change it
- The browser history has not been cleared

If clearing the browser history, verifying the accuracy of the email and requesting a new password still does work, please email infor@activemontgomery.org and we will get back with you as soon as possible.

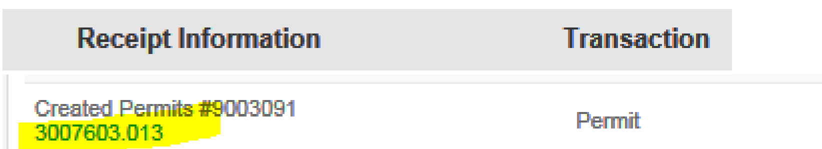
<u>What if the check list items do not display?</u>

Please check your browser setting and allow pop-ups.

<u>I am one of several Authorized Contacts on an Organizational Account. Can I see the permits issued to the organization even if I am not the original requester?</u>

Yes. Although you will not be able to see the overall schedule, you may access the permits under the Organizational Service Section provided your account is linked to the account. Select List Organization Prior Transactions.

Click on the Receipt link in the first column opposite the message “permit” in the second column labeled Transaction.



Click on the permit number in the next window.

Tentative Permits will begin with 900. The permit will be shorter when firmed.

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